

Issue Tracking System

User Manual

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Reference Documentation

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1. Introduction

Preface

This preface introduces you to the Issue Tracking System and shows you how you can get services and supports via this System.

About the Issue Tracking System

MitraStar Technology provides Issue Tracking System for customer to report technical issues.

Via this platform, MitraStar support engineers take care of each issue reported from customers, keep tracking and co-work with MitraStar internals to solve issues to fulfill customer's expectation.

Customer issue reporter is able to track each issue's status which was reported by himself via this system and also generate report by useful criteria.

Moreover, customer technical manager is able to track all issues' status reported from his engineers.

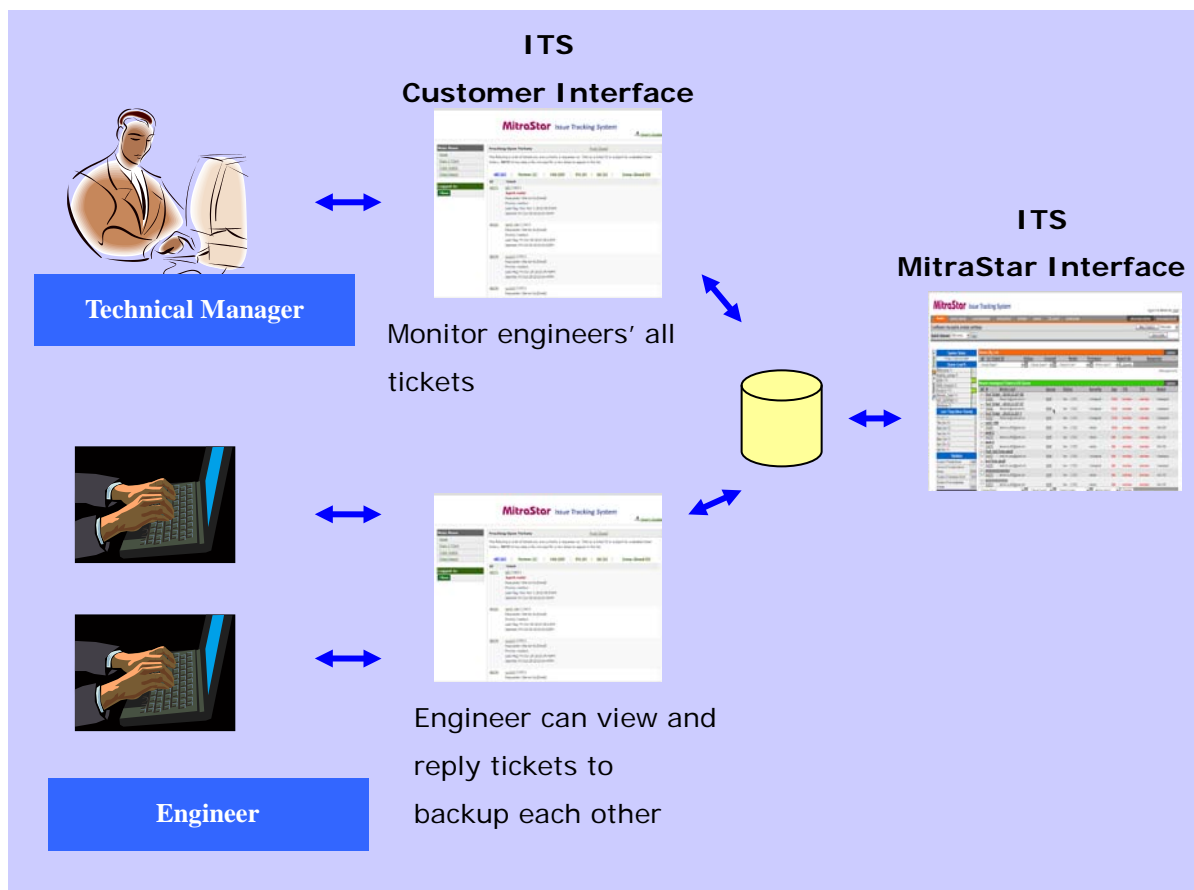
The following chapters will illustrate in detail about the functionalities of Issue Tracking System.

2. Account Level

There are two Account's Levels "*Tech. Manager*" and "*Engineer*"

The first level lets "*Tech. Manager*" monitor issues handled by all the engineers in the company.

For engineer level, it is possible to set view permissions between Engineers, this will permit for instance, a colleague to take a day off and all the issues belong to him/her can still be tracked closely by his/her colleagues without switching the ownership.



Below is a sample about Engineer's View permission

Imagine that we have three engineers in our Company (Albert, John and Edwards)

	Albert	John	Edwards
Albert	-	Read Only	Full
John	Read Only	-	Full
Edwards	None	None	-

None: There is no access.

Read Only: It only allows an engineer to view other engineer's ticket.

Full: It allows an engineer to view other engineer's ticket and also to reply it.

Following the above Engineers View permission We can say:

- Albert can view John's tickets, but can't reply them.
- Albert can view Edwards's tickets and also do the reply action.
- John can view Albert's tickets, but can't reply them.
- John can view Edwards's tickets and also do the reply action.
- Edwards can neither view Albert's tickets nor John's tickets.

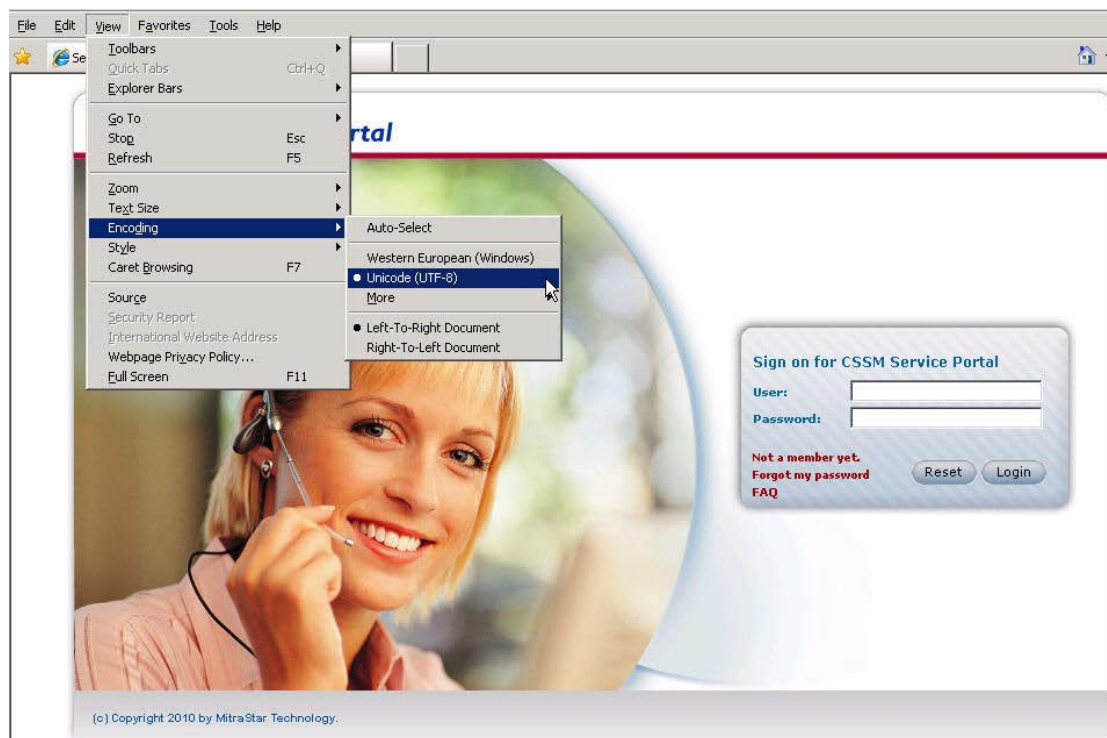
Note: It is not necessary to set the Tech. Manager View Permission, since he/she can view all Engineers tickets.

3. Account Application

When you are going to apply an account , please kindly contact your support manager first. Your support manager will contact us to create your account in our customer service portal.

4. Microsoft IE Encoding Setting

Before log in to MitraStar customer service portal , please make sure the Encoding Setting of your Microsoft IE is set to **Unicode (UTF-8)** and **DO NOT use "Auto-Select"** as following figure **to avoid the technical issue you report encounter unreadable problem** :



5. Login

Step1. Login to Customer Service Portal

<http://vip.mitrastar.com/>

Customer Service Portal

Sign on for CSSM Service Portal

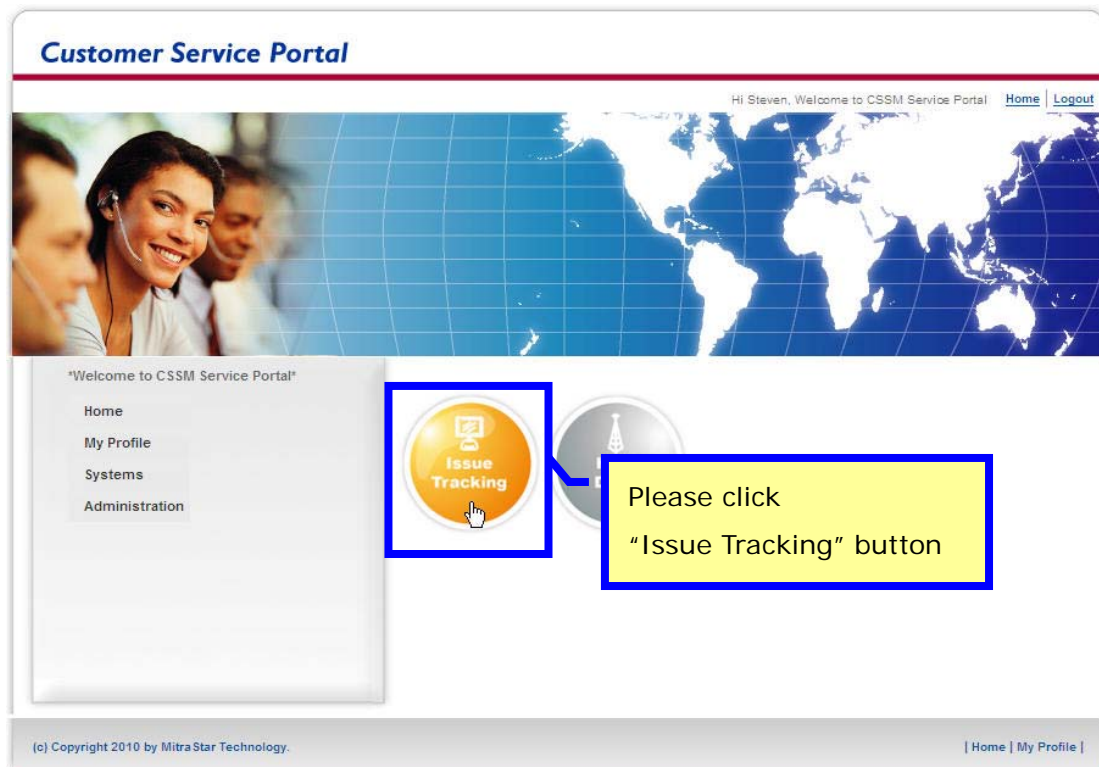
User:

Password:

[Not a member yet.](#) [Forgot my password](#) [FAQ](#)

[Reset](#) [Login](#)


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Step2. Login to Issue Tracking System

6. Home

System contact information will be displayed in home page.

MitraStar Issue Tracking System

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Main Menu

- [Home](#)
- [Open a Ticket](#)
- [Track Tickets](#)
- [Ticket Report](#)

Logged In
[Close](#)

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7. Open Ticket

Step1. Please fill out the form, the * mark means the necessary field.

One ticket could only post one issue.

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Main Menu

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[Open a Ticket](#)

[Track Tickets](#)

[Ticket Report](#)

Logged In

Close

Open a Ticket

Note: In order to track Issues easily, please kindly post one Issue in one Ticket!

* = Required Field

IP:

E-mail Address*:

Subject*:

Problem Description*:

Product Info

Firmware/Driver Version (ex: V3.50(HH.3)C0)*:

Product Model*:

Severity Level:

Level*:

Add File Attachment(s)

File attachment #1:

File attachment #2:

File attachment #3:

Add/Remove Attachments

Add/Remove Attachments

Add/Remove Attachments

* Important Notice:


ZyXEL Mail Server will block the following files with the extension -> .exe/.com/.dll/.bin/.vbs.

If you need to send a bin file, please ZIP it first either with .zip or .rar extension.

Send Ticket

Step2. Click “Send Ticket” button and open ticket successfully.

The new ticket might need few minutes to show in “Track Tickets.”

 [User's Guide](#)

Main Menu	Confirmation of New Ticket Creation
Home	IP: 61.230.
Open a Ticket	Queue: Wireless
Track Tickets	From: steven.su.
Ticket Report	Subject: Test Ticket
	Timestamp: Thu, 14 Jan 2010 21:53:58 +0800
Logged In	Your new ticket has been sent successfully. Thanks for contacting us!
Close	Note: This ticket may take a few minutes to show up "Track Open Tickets".

8. Track Tickets

Step1. Please click “Track Tickets”

System will show all the tickets which are created from you. Also, user can view the ticket list by ticket status: Partner, CSO, PM, RD, Temp.Closed, and Closed. Clicking on either the ID or the Subject can view the detail information of the ticket.

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Main Menu
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Track Tickets
[Ticket Report](#)

Logged In
[Close](#)

Tracking Open Tickets
The following is a list of tickets you are currently a requester on. Click on a ticket ID or subject for a detailed ticket history. **NOTE:** It may take a few minutes for a new ticket to appear in the list.

[Track Closed](#)

[All \(19\)](#) | [Partner \(2\)](#) | [CSO \(16\)](#) | [PM \(0\)](#) | [RD \(1\)](#) | [Temp. Closed \(0\)](#)

ID	Ticket
44771	Test Ticket (CSO) Requester: Steven Su(Gmail) Priority: Low Last Msg: Thu Jan 14 2010 09:53PM Opened: Thu Jan 14 2010 09:54PM
44758	Demo Ticket - 2010.01.11 (CSO) Agent reply! Requester: Steven Su(Gmail) Priority: Low Last Msg: Mon Jan 11 2010 07:25AM Opened: Mon Jan 11 2010 07:23AM
44716	Demo Ticket - 10 (Partner) Requester: Steven Su(Gmail) Priority: UnAssigned Last Msg: Fri Nov 20 2009 03:10PM Opened: Fri Nov 20 2009 03:10PM
44715	Demo Ticket - 09 (RD) Requester: Steven Su(Gmail)

9. Ticket Report

Procedure

The procedure consists of three steps:

- Select Condition ->** A screenshot of the 'Ticket Report' form. It includes fields for 'Ticket ID', 'Status' (with radio buttons for Open, Pending, Closed, etc.), 'Date' (with a date range selector), 'Product Model', and 'Agent'. There are also checkboxes for 'Show Details' and 'Show Summary'.
- Filter Field ->** A screenshot of the 'Filter Field' section. It shows a table with columns for 'Ticket ID', 'Status', 'Date', 'Product Model', and 'Agent'. The 'Status' column is highlighted, and a dropdown menu is open, showing options like 'Open', 'Pending', 'Closed', etc.
- Final Result** A screenshot of the 'Final Result' table. It displays a list of tickets with columns for 'Ticket ID', 'Status', 'Date', 'Product Model', and 'Agent'. The table is sorted by 'Ticket ID' in descending order.

Select Condition ->

Filter Field

->

Final Result

Step1. Click "Ticket Report"

MitraStar Issue Tracking System

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Logged In
[Close](#)

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Step2. Select condition by your needs

Reporting	
Ticket ID:	<input type="text"/>
Group by:	<input checked="" type="radio"/> Ticket <input type="radio"/> Engineer <input type="radio"/> Product Model <input type="radio"/> Severity <input type="radio"/> Ticket Rate <input type="radio"/> Last Reply <input type="radio"/> Status
	<input checked="" type="checkbox"/> Count <input checked="" type="checkbox"/> List <input type="checkbox"/> Average
Date:	2010 <input type="text"/> 01 <input type="text"/> 14 <input type="text"/> ~ 2010 <input type="text"/> 01 <input type="text"/> 14 <input type="text"/> <input type="radio"/> Open Date <input checked="" type="radio"/> Last Update Date
Partner:	<div><input type="text"/></div> <div>select partner</div>
Status:	<input type="checkbox"/> CSO <input type="checkbox"/> Partner <input type="checkbox"/> RD <input type="checkbox"/> PM <input type="checkbox"/> Temp Close <input type="checkbox"/> Close
Severity:	<input type="checkbox"/> Unassigned <input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High <input type="checkbox"/> Critical
Last Reply:	<input type="checkbox"/> CSO <input type="checkbox"/> Partner
Product Model:	<div><input type="text"/></div> <div>Select Model</div>
Sbuject:	<input type="text"/>
Ticket FW:	<input type="text"/>
Resolved FW:	<input type="text"/>
Ticket Rate:	> <input type="text"/>
<div>Submit</div> <div>Reset</div>	

The Following are the detail explanation of each condition.

1. **Ticket ID:** system will show the ticket's detail information when you type specific ticket id

** If typing the ticket id, other options will be disabled.*

2. **Group by:** system will group the searching result by ticket, partner, product model, severity, ticket rate, last reply, and status.

Count: counting the ticket amount by each group.

List: showing the result list.

Average: counting the average rate by each engineer.

3. **Date:** searching ticket by ticket open date or last update date.

** User must select date, otherwise, system will use default date to searching ticket.*

Default date is today's date.

4. **Partner:** searching specific engineer's ticket.

** Users can only search for tickets which they are authorized to access.*

** Technical manager can see all tickets which are opened by his/her company.*

5. **Status:** searching specific ticket's status.

6. **Severity:** searching specific ticket's severity.

7. **Last Reply:** searching ticket's last reply.

8. **Product Model:** searching specific ticket's product model.

9. **Subject:** searching specific ticket's subject.

10. **Ticket FW:** searching specific ticket firmware.

11. **Resolved FW:** searching specific ticket resolved firmware.

12. **Ticket Rate:** searching specific ticket rate.

Step3. Press “Submit,” System will Show the Searching Result

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Main Menu		Group by: ticket	
Home		Last Update Date: 2009-12-01 00:00:00~2010-01-14 23:59:59	
Open a Ticket			
Track Tickets		Ticket Total	
Ticket Report		13	

Back		Filter Field	
all	<input checked="" type="checkbox"/> ID	<input checked="" type="checkbox"/> Ticket Subject	<input checked="" type="checkbox"/> Partner
<input checked="" type="checkbox"/> Open Date	<input checked="" type="checkbox"/> Last Update	<input checked="" type="checkbox"/> Status	<input checked="" type="checkbox"/> Severity
<input checked="" type="checkbox"/> Product Model	<input checked="" type="checkbox"/> Ticket FW	<input checked="" type="checkbox"/> Resolved FW	<input checked="" type="checkbox"/> Ticket Rate
<input checked="" type="checkbox"/> Last Reply			

Logged In	Close	
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<input checked="" type="checkbox"/>	ID	Ticket Subject	Partner	Open Date	Last Update	Status	Severity	Product Model	Ticket FW	Resolved FW	Ticket Rate	Last Reply
<input checked="" type="checkbox"/>	44694	Test Ticket - G6	Steven Su(Gmail)	2009-11-13 11:00:01	2010-01-13 18:11:59	CSO	UnAssigned	LX20	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44695	Test Ticket - G7	Steven Su(Gmail)	2009-11-13 11:00:01	2010-01-13 18:30:02	CSO	UnAssigned	LX20	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44697	Test Ticket - G9	Steven Su(Gmail)	2009-11-13 11:02:02	2010-01-13 18:04:12	CSO	UnAssigned	P-87	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44698	Test Ticket - G10	Steven Su(Gmail)	2009-11-13 11:02:02	2010-01-13 18:07:58	CSO	UnAssigned	LX20	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44699	Test Ticket - G11	Steven Su(Gmail)	2009-11-13 11:03:01	2010-01-13 17:59:13	CSO	UnAssigned	LX20	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44701	Test Ticket - G13 (From ODM-ITS GUI)	Steven Su(Gmail)	2009-11-13 11:48:01	2010-01-13 18:10:47	CSO	Low	LX20	V1.0	NULL	0	Partner
<input checked="" type="checkbox"/>	44705	Test Ticket - 16 (Test SLA from Gmail)	Steven Su(Gmail)	2009-11-20 10:38:01	2010-01-13 15:15:02	CSO	UnAssigned	NULL	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44713	Demo Ticket - 07	Steven Su(Gmail)	2009-11-20 15:08:02	2010-01-13 15:15:02	CSO	UnAssigned	MAX-9001	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44714	Demo Ticket - 08	Steven Su(Gmail)	2009-11-20 15:09:01	2010-01-13 15:15:02	Resolved	Low	TEST_MODEL	V1.0	NULL	1	Partner
<input checked="" type="checkbox"/>	44715	Demo Ticket - 09	Steven Su(Gmail)	2009-11-20 15:09:01	2010-01-14 16:34:36	RD	UnAssigned	MAX-51	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44716	Demo Ticket - 10	Steven Su(Gmail)	2009-11-20 15:10:01	2010-01-05 16:01:02	Partner	UnAssigned	MAX-51	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44758	Demo Ticket - 2010.01.11	Steven Su(Gmail)	2010-01-11 07:23:01	2010-01-13 17:39:16	CSO	Low	P-230	V1.0	NULL	0	CSO
<input checked="" type="checkbox"/>	44771	Test Ticket	Steven Su(Gmail)	2010-01-14 21:54:01	2010-01-14 21:54:01	CSO	Low	MAX-9001	V1.0	NULL	0	Partner

Back Filter Field

Step4. Un-check the Unnecessary Field or Data

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Main Menu		Group by: ticket	
Home		Last Update Date: 2009-12-01 00:00:00~2010-01-14 23:59:59	
Open a Ticket			
Track Tickets		Ticket Total	
Ticket Report		13	

Back		Filter Field	
all	<input checked="" type="checkbox"/> ID	<input checked="" type="checkbox"/> Ticket Subject	<input checked="" type="checkbox"/> Partner
<input checked="" type="checkbox"/> Open Date	<input checked="" type="checkbox"/> Last Update	<input checked="" type="checkbox"/> Status	<input checked="" type="checkbox"/> Severity
<input checked="" type="checkbox"/> Product Model	<input checked="" type="checkbox"/> Ticket FW	<input checked="" type="checkbox"/> Resolved FW	<input checked="" type="checkbox"/> Ticket Rate
<input checked="" type="checkbox"/> Last Reply			

Logged In	Close	
------------------	--------------	--

<input checked="" type="checkbox"/>	ID	Ticket Subject	Partner	Open Date	Last Update	Status	Severity	Product Model	Ticket FW	Resolved FW	Ticket Rate	Last Reply
<input checked="" type="checkbox"/>	44694	Test Ticket - G6	Steven Su(Gmail)	2009-11-13 11:00:01	2010-01-13 18:11:59	CSO	UnAssigned	LX20	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44695	Test Ticket - G7	Steven Su(Gmail)	2009-11-13 11:00:01	2010-01-13 18:30:02	CSO	UnAssigned	LX20	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44697	Test Ticket - G9	Steven Su(Gmail)	2009-11-13 11:02:02	2010-01-13 18:04:12	CSO	UnAssigned	P-87	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44698	Test Ticket - G10	Steven Su(Gmail)	2009-11-13 11:02:02	2010-01-13 18:07:58	CSO	UnAssigned	LX20	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44699	Test Ticket - G11	Steven Su(Gmail)	2009-11-13 11:03:01	2010-01-13 17:59:13	CSO	UnAssigned	LX20	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44701	Test Ticket - G13 (From ODM-ITS GUI)	Steven Su(Gmail)	2009-11-13 11:48:01	2010-01-13 18:10:47	CSO	Low	LX20	V1.0	NULL	0	Partner
<input checked="" type="checkbox"/>	44705	Test Ticket - 16 (Test SLA from Gmail)	Steven Su(Gmail)	2009-11-20 10:38:01	2010-01-13 15:15:02	CSO	UnAssigned	NULL	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44713	Demo Ticket - 07	Steven Su(Gmail)	2009-11-20 15:08:02	2010-01-13 15:15:02	CSO	UnAssigned	MAX-9001	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44714	Demo Ticket - 08	Steven Su(Gmail)	2009-11-20 15:09:01	2010-01-13 15:15:02	Resolved	Low	TEST_MODEL	V1.0	NULL	1	Partner
<input checked="" type="checkbox"/>	44715	Demo Ticket - 09	Steven Su(Gmail)	2009-11-20 15:09:01	2010-01-14 16:34:36	RD	UnAssigned	MAX-51	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44716	Demo Ticket - 10	Steven Su(Gmail)	2009-11-20 15:10:01	2010-01-05 16:01:02	Partner	UnAssigned	MAX-51	NULL	NULL	0	Partner
<input checked="" type="checkbox"/>	44758	Demo Ticket - 2010.01.11	Steven Su(Gmail)	2010-01-11 07:23:01	2010-01-13 17:39:16	CSO	Low	P-230	V1.0	NULL	0	CSO
<input checked="" type="checkbox"/>	44771	Test Ticket	Steven Su(Gmail)	2010-01-14 21:54:01	2010-01-14 21:54:01	CSO	Low	MAX-9001	V1.0	NULL	0	Partner

Back Filter Field

Step5. Press “Filter Field,” System will Display the Final Result

User can sort data by clicking the title. Also , user can click “Back” to previous page.

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Main Menu Home Open a Ticket Track Tickets Ticket Report	Group by:	ticket
	Last Update Date:	2009-12-01 00:00:00~2010-01-14 23:59:59
	Ticket Total	
	13	

Logged In Close	<div style="text-align: right;">Back</div>							
	ID	Ticket Subject	Partner	Open Date	Last Update	Status	Severity	Product Model
	44694	Test Ticket - G6	Steven Su(Gmail)	2009-11-13 11:00:01	2010-01-13 18:11:59	CSO	UnAssigned	LX20
	44695	Test Ticket - G7	Steven Su(Gmail)	2009-11-13 11:00:01	2010-01-13 18:30:02	CSO	UnAssigned	LX20
	44697	Test Ticket - G9	Steven Su(Gmail)	2009-11-13 11:02:02	2010-01-13 18:04:12	CSO	UnAssigned	P-87
	44713	Demo Ticket - 07	Steven Su(Gmail)	2009-11-20 15:08:02	2010-01-13 15:15:02	CSO	UnAssigned	MAX-900
	44714	Demo Ticket - 08	Steven Su(Gmail)	2009-11-20 15:09:01	2010-01-13 15:15:02	Resolved	Low	TEST_MODEL
	44715	Demo Ticket - 09	Steven Su(Gmail)	2009-11-20 15:09:01	2010-01-14 16:34:36	RD	UnAssigned	MAX-51
	44716	Demo Ticket - 10	Steven Su(Gmail)	2009-11-20 15:10:01	2010-01-05 16:01:02	Partner	UnAssigned	MAX-51
	44758	Demo Ticket - 2010.01.11	Steven Su(Gmail)	2010-01-11 07:23:01	2010-01-13 17:39:16	CSO	Low	P-230
	44771	Test Ticket	Steven Su(Gmail)	2010-01-14 21:54:01	2010-01-14 21:54:01	CSO	Low	MAX-9001
	<div style="text-align: right;">Back</div>							